

STAR Program

Workshop on Improving STAR Scores

Sacramento, CA
Via Webcast
February 2, 2012

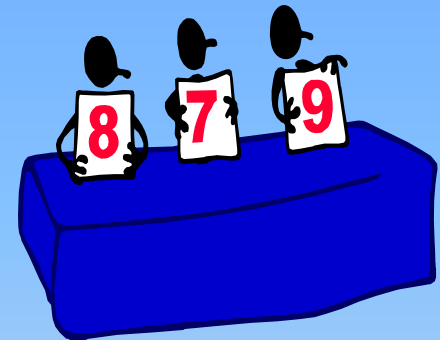


STAR Program Status

- Scores now available online
- On track for January 2013 startup
- Applications can be submitted starting in July, 2012

Summary of STAR Criteria

- Enforcement History
- Similar Vehicle Failure Rate (SVFR)
 - Must be at or above 75% of statewide average
- Test Deviations
 - Must be less than 125% of statewide average
- Transmission Gear Selection (ASM only)
 - Allowed up to 2% with questionable RPM relative to similar vehicles
- Follow-up Pass Rate (FPR)
 - Score of 0.4 required for station's inspectors
 - “No score” allowed, but station must have 0.4 score



How Can I Improve My Scores?

- Perform accurate inspections
 - If a vehicle should fail, let it fail
 - Do not deviate from the test procedure(s) in order to get a vehicle to pass (over-conditioning the catalytic converter, incorrect gear during ASM, resetting computer to mask DTC, etc.)
 - Do not cheat (clean-piping, clean plugging, etc.)
- Follow detailed suggestions for performance measures in this presentation



Improving Ignition Timing Not Performed

- Incidents caused by bypassing test inappropriately
 - Follow procedures in Smog Check Manual (§1.5.3)
 - Use underhood label, first and foremost
 - Use up-to-date emissions guide
 - “Computer controlled” does not mean non-adjustable
 - Validate bypasses using repair manual



Improving Fuel Cap Not Performed

- Incidents caused by bypassing test inappropriately
 - Follow procedures in Smog Check Manual (§1.5.5)
 - Use up-to-date adapter guide
 - Make sure to have latest adapters



Improving Evap Test Not Performed

- Incidents caused by bypassing LPFET test inappropriately
 - Follow procedures in Smog Check Manual (§1.5.6)
 - Enter data correctly into analyzer



Improving OBD II Not Performed

- Incidents caused by bypassing test inappropriately
 - Follow procedures in Smog Check Manual (§1.5.2)
 - Plug OBDII in for RPM to find out if CAN vehicle



Improving Max Readiness Monitors

- Max Readiness Monitors caused by resetting vehicle computers prior to initial inspection
 - Follow procedures in Smog Check Manual (§1.5.1)
 - Do not clear codes prior to initial test
 - Pre-scanning for readiness is OK



Improving ASM Restarts

- ASM Restarts caused by restarting test when vehicle may fail ASM portion
 - Follow procedures in Smog Check Manual (§1.2.1)
 - If a vehicle is going to fail, let it fail
 - Call for service if equipment malfunctioning



Improving Aborted Tests

- Inspection Aborts caused when inspectors refuse to fail the vehicle
 - Follow procedures in Smog Check Manual (§1.2.3)
 - If a vehicle should fail, let it fail
 - Be careful with data entries so you don't have to abort to fix a mistake
 - Call for service if equipment malfunctioning



Improving Incorrect Gear Selection

- Follow procedures in Smog Check Manual (§1.2.1)
- Manual Trans – test in 2nd gear (both ASM modes)
- Automatic Trans – test in “drive”
 - If transmission has setting where it will shift by itself, it is an automatic
 - Use “base/economy” if an option
- Slow down when entering the transmission type into the EIS and be sure to confirm transmission type on review screens
- Use OBD II connector for RPM – CAN board available for newer vehicles

Improving Similar Vehicle Failure Rate (SVFR)

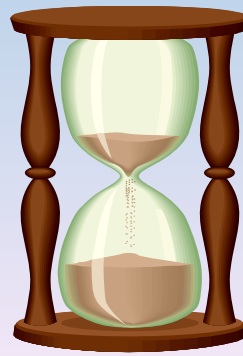
- Follow procedures in Smog Check Manual (§1.2.0)
- Do not over-condition vehicles
 - Should idle for at least 3 minutes after fully warm
- If a vehicle should fail, let it fail
 - Tailpipe
 - OBD
 - Visual
 - Functional
- Enter correct vehicle information to ensure correct test administered

Improving Follow-up Pass Rate (FPR)

- Do not engage in these behaviors:
 - Clean piping
 - Over-conditioning vehicles
 - Clean scanning (OBDII)
 - Gear shifting
 - Not performing the visual test / identifying visual failures
 - Not performing the functional tests / identifying functional failures
 - Illegally adjusting timing to get vehicles to pass emissions
 - Code clearing
 - Entering incorrect vehicle parameters into EIS

How Long Will It Take To Improve Scores?

- Short-term measures – 3 months
- FPR depends upon multiple factors
 - Inspection volume before/after behavioral change
 - How bad the behavior was before the change
 - How good the behavior is after the change



Challenging Incidents

- Applies to:
 - Fuel Cap Not Performed
 - Evap Not Performed
 - Timing Not Performed
 - OBDII Not Performed
 - Incorrect Gear Selection
- We are not entertaining incident challenges unless the overturned incident could affect the overall STAR result
- If you think a vehicle may cause an incident even though you performed the test correctly, document what happened
 - Remember, you have the right to turn away vehicles with issues or modifications that you think might affect inspection accuracy

Going Forward...

- First priority for stations and technicians is to **perform accurate Smog Check inspections**
- If you think a Smog Check procedure(s) must be modified in order to inspect a vehicle, send it to the Referee
- Current scores (thru Dec., 2011) will not be used for STAR certification
 - Use this period to improve inspection process
 - Become familiar with the STAR Program and its various performance measures

Going Forward...

- Applications can be submitted as early as July, 2012
- Program begins January, 2013
 - STAR certifications issued
 - STAR signs posted
 - Directed vehicles to STAR stations

Where Can I Get STAR Questions Answered?

- STAR Web page
- bar.industryhelpdesk@dca.ca.gov



